



Catherine Landers <catherine.landiers@lacity.org>

Reminder re: Tour Operators in Residential Neighborhoods

3 messages

Dan Halden <daniel.halden@lacity.org>

Tue, Dec 29, 2015 at 10:22 AM

To: Marisol Rodriguez <marisol.rodriguez@lacity.org>

Bcc: catherine.landiers@lacity.org

Tour Operators,

I hope you are enjoying the holiday season. I wanted to issue a reminder regarding **residential neighborhoods** and our expectation that tour operators remain cognizant of different levels of sensitivity involving noise related to these areas.

Our office has been receiving complaints about tour bus/van drivers in residential areas. The location of greatest concern for CD13 is **Orange Drive b/w Hollywood and Franklin**. Though this street is located adjacent to the Hollywood & Highland complex and the tourist destination of Hollywood Boulevard, it remains a residential neighborhood north of Hollywood Boulevard and we expect it to be treated as such.

The complaints we have been receiving involve multiple tour companies, and are related to drivers speaking loudly on microphones, directing passengers to cheer loudly while driving up the street, etc. This activity occurs both during the day and into the evening/night hours.

We sincerely hope that everyone succeeds and your patrons are treated to a safe, fun and memorable visit to Hollywood. However, please be reminded that residential areas, **particularly Orange Drive**, should be treated with greater sensitivity.

For your reference, I am attaching the Tour Operators Guide we put together last year. Please review it and share it with your drivers.

Thank you in advance for complying with this request. I hope you have a great rest of your holiday season.

Sincerely,



Dan Halden

Hollywood Field Deputy

Office of Councilmember Mitch O'Farrell

1722 Sunset Boulevard, Los Angeles, CA 90026

(213) 207-3015 | www.cd13.com

Find the Councilmember on:    

 **Tour Operators Guide.pdf**
411K

Catherine Landers <catherine.landiers@lacity.org>

Tue, Dec 29, 2015 at 11:36 AM

To: Adam Miller <adam.miller@lacity.org>

Don't know if you got that email or not

Catherine Landers
Office of Councilmember David Ryu

Please excuse typos, sent from my iPhone

Begin forwarded message:

From: Dan Halden <daniel.halden@lacity.org>
Date: December 29, 2015 at 10:22:06 AM PST
To: Marisol Rodriguez <marisol.rodriguez@lacity.org>
Subject: Reminder re: Tour Operators in Residential Neighborhoods

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Find the Councilmember on:    

2 attachments



noname.html
1K



Tour Operators Guide.pdf
411K

Adam Miller <adam.miller@lacity.org>

Tue, Dec 29, 2015 at 11:38 AM

To: Catherine Landers <catherine.landern@lacity.org>

Yep, got it. Thx though.

Sent from my iPhone

On Dec 29, 2015, at 11:36 AM, Catherine Landers <catherine.landern@lacity.org> wrote:

Don't know if you got that email or not

Catherine Landers
Office of Councilmember David Ryu

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Find the Councilmember on:    

<Tour Operators Guide.pdf>

HOLLYWOOD TOUR OPERATIONS

**Important Information for Tour Operators
on Hollywood Blvd & throughout Hollywood**

Compiled 7/15/14



A note from...

Lieutenant I Rich Gabaldon
Hollywood Entertainment District (HED)
(213) 485-4302

INFORMATION FOR HOLLYWOOD TOUR OPERATORS

1. HED units are responsible for the "Box" which covers Yucca Street to the north, Sunset Boulevard to the south, La Brea Boulevard to the west, and Argyle Street to the east. This area encompasses Hollywood Boulevard between Highland Avenue and La Brea Avenue where the Tour Bus Operators congregate.
2. HED officers are responsible for enforcing violations of street ticket sales (exchange of money on the street for tickets) violation of 42.03 LAMC, and blocking the sidewalk by solicitors for the Tour Bus Company (Including Illegal use of Kiosks) violation of 41.18(d) LAMC.
3. HED officers are responsible for enforcing against aggressive solicitation, which is a violation of 41.59 LAMC.
4. HED officers use high visibility enforcement in police vehicles, foot beats, and bicycle officers to deter illegal ticket sales and blocking the sidewalk violations. HED also runs undercover operations monthly to catch violators for illegal ticket sales and illegal vending.
5. LAPD has the power to enforce parking violations.



INVESTIGATION & ENFORCEMENT DIVISION

The Following are local and state codes that are enforced by Street Services Investigation & Enforcement Division (SSIED):

Los Angeles Municipal Codes (LAMC)

LAMC 21.03 – IMPOSITION OF TAX

(a) - No person shall engage in any business or occupation subject to tax under the provisions of this Article without obtaining a registration certificate and paying the tax required.

LAMC 41.18 – BLOCKING PUBLIC SIDEWALK

(a) – Interfering with free passage of pedestrians.

LAMC 42.00 – SOLICITING AND SALES IN STREETS

(b) – Street Vending Prohibited: No person shall engage in Vending upon any Street, Sidewalk, or Parkway (including setbacks).

(c) – Street Sales of Tickets in Conjunction with Operation of a Business Prohibited: No person upon any street shall sell exchange or provide Tickets in connection with the operation of a Business.

LAMC 56.08 – SIDEWALKS – STREETS – OBSTRUCTIONS

(e) 1 – No person shall construct, deposit, or maintain any structure or any obstacle of any nature whatsoever in or upon any Street, Sidewalk or Parkway which will interfere with the free passage of pedestrians or vehicles along such Street, Sidewalk or Parkway.

LAMC 67.02 – SIGNS ON STREETS OR OTHER PUBLIC PROPERTY

(a) – No person shall maintain any outdoor advertising structure, accessory sign, post sign, or advertising statuary or any other sign or sign devise upon any sidewalk, Street, Alley, or other public place.

California State Codes: Penal Code (PC) / Revenue & Taxation Code (RTC)

PC 556 – ADVERTISING SIGNS: It is a misdemeanor for any person to place or maintain upon any public property any sign or advertisement.

RTC 6071 – STATE SELLERS PERMIT: A person who engages in business as a seller in this state without a permit is guilty of a misdemeanor.

LADOT Hollywood Parking Enforcement

Most Frequent Violations Observed On Hollywood Blvd.

SEC. 80.56. ESTABLISHMENT OF PASSENGER, COMMERCIAL, SHORT TIME LIMIT, AND "NO STOPPING" CURB ZONES

1. Red Zones – Los Angeles Municipal Code (LAMC) “No person shall stop, stand or park a vehicle at any time in any red **"No Stopping"** zone or portion of street posted with signs reading **"No Stopping Any Time"**, except that a bus may stop in such zone or portion of street marked or sign posted as a bus stop. Such **"No Stopping"** zones shall be in effect during all times unless limited to specified hours and/or days by posted signs”
2. White Zones - LAMC “No person shall stop, stand or park a vehicle in any short-time parking limit zone for a period of time longer than that indicated by posted signs or curb markings. Such time limit shall be fifteen minutes unless the Department determines, pursuant to Subsection (c) above, that the public welfare requires a longer period, in which latter case the time limit shall be thirty minutes. Such time limits shall be in effect during the hours and on the days indicated by posted signs, or if none, between the hours of 8:00 o'clock A.M. and 6:00 o'clock P.M. on any day except Sunday.”

SEC. 88.13. FAILURE TO PAY FOR A PARKING METER SPACE

1. Meter Violation – LAMC “It shall be unlawful for any person to park, or to cause, allow, permit or suffer to be parked, a vehicle in any parking meter space, except as provided by Sections 88.01.1, 88.03.1 and 88.06.1, without immediately making or causing to be made a lawful payment at an applicable parking meter as provided in Section 88.07.”

SEC. 80.69. PARKING PROHIBITED OR LIMITED

1. **Parking Time Limits.** Whenever authorized signs are in place giving notice thereof, it shall be unlawful for any person to stop or stand or park any vehicle for a period of time in excess of the parking time limit indicated by such sign, except as provided in Section 88.01.1 of this chapter. (Amended by Ord. No. 170,019, Eff. 10/21/94.)

22500. No person shall stop, park, or leave standing any vehicle whether attended or unattended, except when necessary to avoid conflict with other traffic or in compliance with the directions of a peace officer or official traffic control device, in any of the following places:

22500(h) DOUBLE PARKING

1. California Vehicle Code “On the roadway side of any vehicle stopped, parked, or standing at the curb or edge of a highway, except for a schoolbus when stopped to load or unload pupils in a business or residence district where the speed limit is 25 miles per hour or less.”

HOLLYWOOD & HIGHLAND – ORANGE COURT REGULATIONS FOR TOUR BUSES AND VANS

- Upon entering parking stall, all buses will **immediately shut off engines** and remain off during unloading and loading of passengers.
- When all passengers are loaded onto the bus and ready to depart, engines will then be allowed to start.
- The only exception to the above will be while operating bus handicap ramps/equipment.
- Drivers must obey all traffic laws including posted **"No Right Turn"** signage from Orange Court to Orange Drive upon exiting the venue.
- Buses with open tops must **remain cognizant of the residents on Orange Drive** and refrain from actively creating unnecessary noise either through amplified sound or engaging their customers to participate in loud verbal responses, as they leave Orange Court to begin their tour. All vehicles must refrain from honking or blaring their horns upon exiting Orange Court.
- All small buses, tour vans and limousines will stage on the south side of the Court only. All vehicles being allowed to park must have a TCP number on their vehicle. If not, they can only drop-off and pickup. They can park in the parking structure or off property.
- All large tour buses will park on the north side of Orange Court only. All buses can drop off and pick up from the curb, but the engine policy will always apply. The only exception will be the operation of handicap equipment.
- All personal vehicles must park in the parking structure or off property. There are exceptions to this rule. Any questions regarding exceptions will be directed to the Watch Commander or Transportation Manager.
- The usage of Hollywood & Highland's Orange Court thoroughfare is for guests of the Center only. All drop offs and pickups must be for guests visiting our venue and businesses.
- Any infraction of the above rules and regulations will result in **a one-time warning** to the driver and notice sent to the company's corporate office. Any subsequent violation will result in the removal of the driver and/or company from the property for a period of **one year**.

TOUR BUS SPECIFIC ON HIGHWAY REGULATIONS

Definition of a bus: 233 CVC

233. (a) Except as provided in subdivision (b), a bus is any vehicle, including a trailer bus, designed, used, or maintained for carrying more than 15 persons including the driver.

(b) A vehicle *designed, used, or maintained for carrying more than 10 persons, including the driver, which is used to transport persons for compensation or profit*, or is used by any nonprofit organization or group, is also a bus.

Vehicle Impoundment: Charter-Party Carriers

14602.9. (a) An officer of the Department of the California Highway Patrol may impound a bus of a charter-party carrier for 30 days if the officer determines that any of the following violations occurred while the bus driver was operating the bus of a charter-party carrier:

(1) The driver was operating the bus of a charter-party carrier when the charter-party carrier did not have a permit or certificate issued by the Public Utilities Commission, pursuant to Section 5375 of the Public Utilities Code.

(2) The driver was operating the bus of a charter-party carrier when the charter-party carrier was operating the bus with a suspended permit or certificate from the Public Utilities Commission.

(3) The driver was operating the bus of a charter-party carrier without having a current and valid driver's license of the proper class, a passenger vehicle endorsement, or the required certificate.

Identification Required

27900. (a) Every motor vehicle or combination of vehicles used to carry the property of others for hire or used to carry passengers for hire, any truck or truck tractor having three or more axles or any truck tractor with a semitrailer, and all commercial motor vehicles, as defined in subdivision (c) of Section 34601, shall have displayed on both sides of each vehicle or on both sides of one of the vehicles in each combination of vehicles the name or trademark of the person under whose authority the vehicle or combination of vehicles is being operated.

Bus: Carrier Identification Number

34507.6. (a) Every operator of transportation service which is exempt from regulation as a charter-party carrier of passengers pursuant to subdivision (k) or (l) of Section 5353 of the Public Utilities Code, and which furnishes that transportation service in a bus, shall obtain a carrier identification number from the Department of the California Highway Patrol. Application for a carrier identification number shall be on a form furnished by the Department of the California Highway Patrol.

(b) (1) The carrier identification number so obtained by the operator shall be displayed on both sides of each bus used in that transportation service.

(2) The display of the carrier identification number shall be in sharp contrast to the background, and shall be of a size, shape, and color as to be readily legible during daylight hours from a distance of at least 50 feet.

Driver Licensing

- Under 26,001 lbs. GVWR bus requires Class C with a passenger endorsement; however, the DMV will only issue a Passenger endorsement on a Class B license.
- Over 26,001 lbs. GVWR Bus requires Class B with a Passenger endorsement.

Hours of Service

Under 100 air mile driver is exempt from running a log if start, end, and total hours are maintained on file at carrier's terminal for a period of 6 months and driver starts and returns to same work reporting location within 12 hours of coming on duty. Maximum allowable hours of service:

- Can drive 10 hours, be on duty driving combined 15 hours, and must take 8 consecutive hours off to requalify between work periods.
- Cannot drive after having been on duty and driving combined more than 80 hours in 8 days.



Licensing Requirements & Penalties

What are the licensing requirements?

- Filing fee (\$1,000 per authority except Class A - \$1,500)
- File evidence of public liability (PLPD) insurance coverage.
Minimum required (excluding driver):
 - 7 passengers or less - \$ 750,000
 - 8 thru 15 passengers - \$ 1.5 million
 - 16 passengers or more - \$ 5 million
 - TNC up to 7 passengers - \$ 1 million
- File evidence of workers' compensation (WKCP) insurance coverage if engage workers.
- Participate in the DMV Employer Pull-Notice System.
- Participate in the PUC's (or FED's - ≥ 16 seats) drug and alcohol testing program.
 - Undergo a CHP safety inspection (vehicle seating 11 or more including the driver.)

What are the penalties for not having PUC authority?

- Administrative Actions
 - Cease and Desist Letter
 - Official Notice
 - Administrative Citation (up to \$20,000 fine assessed)
 - Order Instituting Investigation / Order To Show Cause (OII/OSC)
- Civil Actions (PU Code § 5371.6)
 - Telephone Disconnection
- Criminal Prosecutions (PU Code § 5411)
 - Vehicle Impounds (PU Code § 5411.5)
- Joint efforts with law enforcement & regulatory agencies
 - Joint inspection at airports and major area of interests
 - Sting operations





California Public Utilities Commission Safety and Enforcement Division

Do tour bus operators need PUC authority?

- Yes, all tour bus operators need some type of PUC authority, PU Code §5371 & §1031.

What are the most common PUC authorities issued to tour bus operators/site seeing operators?

- **Class A** – statewide. No restrictions on seating capacity. Can charge individual fare only when performing round trip-sightseeing service.
- **Class S** – round trip sightseeing only. Passengers must be brought back to point of origin. Can charge individual fare (per head). Operates on a fixed route, scheduled service (scheduled bus operators), **or** an on-call, door-to-door "share-the-ride" service [airport shuttles]
- **Passenger Stage Corporations (PSC)** - Operates on a fixed route, scheduled service (scheduled bus operators), **or** an on-call, door-to-door "share-the-ride" service [airport shuttles] Provides transportation service to the general public on an **individual fare** basis. File tariffs setting forth their fares, the level of which is subject to Commission's oversight.

Complaints or Inquiries:
(TCP/PSC carriers) (800) 894-9444

Licensing Info: (800) 877-8867

